

## Tuesday, September 3, 2024

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### Strengthening Core Competencies for Interpreters in Newcomer Services (First of Four Courses for Certificate)

Date and Time: Tuesday, September 3 9:00 am - 4:00 pm

Cost: Free

Registration: [Strengthening Core Competencies for Interpreters in Newcomer Services \(airtable.com\)](#)

"Switchboard is pleased to announce a free online instructor-led certificate course, Strengthening Core Competencies for Interpreters in Newcomer Services, which will meet in four 60-minute sessions on Tuesdays and Thursdays from September 3 to September 12, 2024.

What will this certificate course cover?

This intermediate-level course is designed to build and improve the skills of interpreters who work with Office of Refugee Resettlement (ORR)-eligible clients in the context of newcomer services in a volunteer, contractor, or staff capacity. The course will cover the roles and responsibilities of interpreters, the common types of services newcomers receive when arriving in the U.S. that often require interpretation, ethical professional behaviors in interpretation, and key protocols for conducting interpreted meetings.

In this course, learners will engage in live, instructor-facilitated sessions using content and tools in Switchboard's eLearning course Basic Protocols and Practical Skills for Interpreting in Newcomer Services. While the eLearning course itself will give learners a strong foundation in interpretation basics, participating in the live sessions in combination with the eLearning course will create deeper opportunities for skill building in a collaborative social learning environment. Learners accepted to this course will be asked to complete one module of the eLearning course as pre-work before each of the four live sessions. During the live sessions, the instructor will guide learners in applying new knowledge gained from the eLearning course through interactive activities such as case scenarios, role plays, and group discussions.

Please note that successful completion of this course does not count as an official interpretation credential or license. Rather, this course is intended for participants seeking to improve their interpretation skills in the field of newcomer services.

Is this certificate course for me?

This course is geared toward enhancing the expertise of interpreters in serving refugees and other ORR-eligible newcomer populations. This intermediate-level course is designed for individuals who are already serving as interpreters with newcomer services agencies, as well as interpretation coordinators/trainers and newcomer services staff in other roles (case manager, community navigator, etc.) who act as interpreters.

Why should I participate?

Upon completing this course, learners will be able to:

-Define the roles of interpreters in the context of newcomer services

-Describe the basic processes by which newcomers arrive in the U.S. and the common services for which they m

ay require interpretation

-Provide ethical interpretation by applying the NCIHC National Standards of Practice

-Demonstrate professional skills and key protocols to employ when conducting interpreted meetings"

## United Against GBV

Date and Time: Tuesday, September 3 1:00 pm - 2:00 pm

Cost: Free

Registration: [Meeting Registration - Zoom](#)

"Join the United Against Gender-Based Violence (GBV) Panel on Tuesday, September 3, 2024, at 10:00 A.M. PST. This event will feature community leaders, facilitators, and organizations committed to preventing GBV as they share their insights and strategies for effectively engaging men and boys in the fight against GBV.

Participants will gain knowledge on:

- Navigating cultural differences to foster inclusive and respectful environments.
- Recruitment and engagement strategies for fathers and male figures to prevent and end GBV.
- Good practices for client retention and sustainable and impactful initiatives."

## Thursday, September 5, 2024

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### Using Data for Strategic Consultation and Community Connectedness

Date and Time: Thursday, September 5 2:00 pm - 3:00 pm

Cost: Free

Registration: [Webinar Registration - Zoom](#)

"What will this webinar cover? The U.S. federal government requires state refugee coordinators and resettlement agencies to consult with local stakeholders at least quarterly to discuss the capacity of newcomer-receiving communities to welcome refugees. Though explicitly defined, this process does not always achieve the intended outcome of a shared understanding of collective capacity. Lack of efficient coordination of these discussions can lead to significant challenges for service providers assisting newcomers in accessing services. To address these inefficiencies, this webinar will share strategies for leveraging and mapping publicly available data and key stakeholders from public systems to effectively assess community capacities. Highlighting insights from policy experts, the webinar will present ways to identify and share important information across various areas of newcomer integration (e.g., K-12 education, housing) during quarterly consultations and in other community engagement spaces to ensure that defining capacity is grounded in the most relevant available data.

Is this webinar for me? This webinar is designed for newcomer service providers and community stakeholders who want to strengthen their quarterly consultation and community engagement processes in their community or state. This session will also be directly beneficial for resettlement professionals responsible for planning and convening quarterly consultations who want to streamline or improve existing processes.

While not a requirement, Switchboard encourages participants to watch the archived webinar Developing Strategies to Strengthen Quarterly Consultations in Newcomer-Receiving Communities and read the blog post Refugee Quarterly Consultations: Innovative Models for Empowering Community Connections prior to attending this webinar."

## Tuesday, September 10, 2024

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### Knowledge Mobilization Session (Virtual) on Settlement Outcomes Report

Date and Time: Tuesday, September 10 3:00 pm - 4:00 pm

Cost: Free

Registration: [Meeting Registration - Zoom](#)

"Explore and learn more of the regional breakdowns, local gaps and trends in Canada and Alberta from representatives from IRCC."

## Wednesday, September 11, 2024

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### Ensuring Cultural Safety: Ethical Considerations for Newcomer Health

Date and Time: Wednesday, September 11 1:00 pm - 3:00 pm

Cost: Free

Registration: <https://newcomernavigation.zoom.us/meeting/register/u5cscO2urDwuG9yx8PihXvAVqjyOpBBcQbkW>

"Speaker: Michelle Mullen, Bioethicist, CHEO, Ottawa, ON

Evidence demonstrates that newcomers, among other potentially identifiable persons, may experience negative encounters in the Canadian health care system. This contributes to health outcomes such that health status may actually worsen after taking up residence in Canada. Structural factors including ethnocentricity, racism and poor understanding of cultures and cultural safety contribute and can give rise to ethical concerns. This interactive learning experience utilizes a case-based approach to demonstrate the potential breadth of concerns that may arise. An ethic rubric will be applied to cases to promote the recognition of these ethical considerations, and, to inform their culturally and ethically appropriate management.

Objectives:

1. Understand structural factors including ethnocentricity and racism which may impact ethical professional practice and newcomer experiences of the Canadian health care system
2. Appreciate the range of these ethical issues utilizing a case based approach
3. Apply an ethics rubric to direct best professional practice in the management of these concerns

*As this is a workshop, please be prepared to be active and participating in this session."*

## Trauma Attachment with Unaccompanied Refugee Minor Clients

Date and Time: Wednesday, September 11 2:00 pm - 3:15 pm

Cost: Free

Registration: [Webinar Registration - Zoom](#)

"What will this webinar cover? Throughout their resettlement journey, unaccompanied refugee minors (URMs) often face events and traumatic experiences that may negatively impact their ability to form and maintain positive interpersonal relationships with caregivers and peers. These disruptions can have lasting negative effects on their cognitive, emotional, and social development. This webinar will delve into the impact of trauma from an attachment theory perspective, examining how different attachment styles manifest behaviorally and their implications for mental health and social integration. Participants will also gain insights into practical strategies and interventions to effectively address these challenges and help URMs develop a sense of safety, stability, and security.

Is this webinar for me? This webinar is designed for resettlement service providers who work with unaccompanied refugee minors (URMs), along with URM supporters such as volunteers and foster parents.

Why should I participate? After participating in this 75-minute session, you will be able to:

- Define trauma and explain its impact on attachment and the cognitive, emotional, and social development of URMs
- Recognize the behavioral representations of the four types of attachment
- Apply practical strategies and interventions to alleviate attachment-related challenges URMs experience"

## Thursday, September 12, 2024

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### Cleaner data for better results: How to maintain a healthy nonprofit CRM

Date and Time: Thursday, September 12 1:00 pm - 2:00 pm

Cost: Free

Registration: [Cleaner Data for Better Results: How to Maintain a Healthy Nonprofit CRM | CharityVillage](#)

"Have you hit roadblocks while managing nonprofit data?

Messy data causes mistakes that your organization can't afford. In this free session, DonorPerfect's CRM experts will demonstrate data procedures that keep your team members and new hires on the same page.

So let's get you cleaned up!

**Join us to reach optimal data health:**

- Best practices for consistent record creation
- Rules for data with special circumstances
- Preparation for quick & accurate reporting
- Tips to avoid embarrassing payment mistakes
- Standards for user security & sensitive data

Plus, you'll receive a copy of our Clean Data Checklist for Nonprofits as a thank-you for attending – and it's yours to customize!

Webinar information

**Topic:** Cleaner Data for Better Results: How to Maintain a Healthy Nonprofit CRM

**Date:** Thursday, September 12 at 1pm ET / 10am PT (webinar is 1 hour in length)

**Audience:** This webinar will be of primary interest to Executive Directors, nonprofit leaders, Board members, and nonprofit professionals.

**Cost:** Free – [Register Now](#)

**Important Note:** While registration is open to all, attendance is limited to the first 1,000 people to sign onto the live session. We suggest signing on five minutes early to have the best chance of getting on the live session. If for any reason you aren't able to connect to the live session, rest assured you'll get the full recording by email the following day.

**NOTE:** This webinar will be recorded – if you cannot make the live session, complete the registration form and a recording will be emailed to you the day after the live session. We are happy to provide a closed captioned recording upon advance request."

## Applying a Trauma-Informed Approach to Nutrition Education for Newcomer Service Providers

Date and Time: Thursday, September 12 2:00 pm - 3:00 pm

Cost: Free

Registration: [Webinar Registration - Zoom](#)

"What will this webinar cover?"

This webinar will teach newcomer service providers about nutrition amid trauma and displacement. Leah's Panty specializes in trauma-informed nutrition education that builds and implements community nutrition and food security programs. In this webinar, we will discuss how good and bad experiences affect our food choices. We will also explore the principles of a trauma-informed approach to nutrition security and ways to teach about healthy eating that respect diverse cultures and the unique experiences of newcomers. Participants will be encouraged to reflect on their own relationship with food and how that can affect teaching newcomers about eating well.

Is this webinar for me?

This webinar is for newcomer service providers interested in delivering nutrition education. The webinar will not cover food security or food access topics.

Why should I participate?

After participating in this 90-minute session, you will be able to:

- Describe ways that newcomers have multifaceted and complex experiences with food
- Explain the relationship between positive and adverse experiences and nourishment
- Design trauma-informed nutrition education programs that respond to positive and adverse experiences

and that incorporate the different ways we relate to food

- Apply practical approaches for delivering trauma-informed nutrition education to newcomers with compassion and connection"

## Monday, September 16, 2024

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### Immigrant and Refugee Mental Health Project: Leadership Course - September, 2024 - First and Last Day to Register

Date and Time: Monday, September 16 9:00 am - 5:00 pm

Cost: Free

Registration: [Immigrant and Refugee Mental Health Project: Leadership Course - September, 2024 Survey \(surveymonkey.com\)](https://surveymonkey.com)

"This course is for leaders who are committed to understanding immigrant and refugee mental health and who lead staff working with immigrants and refugees in Canada. This includes organizations in the health, settlement and social service sectors.

This training will help you achieve the following goals:

- Improve your knowledge about the mental health needs of immigrants and refugees and understand the supports newcomers require.
- Introduce organizational strategies that support and improve mental health for immigrants and refugees.
- Develop appropriate policies related to immigrant and refugee mental health.
- Ensure a supportive work environment for staff as they promote the mental health of immigrants and refugees.

The course, which is structured around health equity at all levels of an organization, consists of four sections:

Section 1: Organizational-level health equity

Section 2: Staff-level health equity

Section 3: Service-level health equity

Section 4: Tools and resources

Additionally, you will have access to selected resources, tools and practices from the field.

The self-paced training will take three hours to complete, and is available for six weeks.

This learning activity is part of the Immigrant and Refugee Mental Health Project (IRMHP) at the Centre for Addiction and Mental Health in Toronto and is a supplement to the main online course.

IRMHP is a national, capacity-building initiative to build the knowledge and skills of health, settlement and social service providers to effectively support the mental health of immigrants and refugees. It is funded by Immigration, Refugees and Citizenship Canada.

Visit our [website](#) for more information.

We strive to provide an inclusive, accessible course that enables all individuals, including individuals with disabilities, to engage fully. To request an accommodation or for inquiries about accessibility, please contact

The following information is collected for registration and evaluative purposes. The information on the first page is needed in order to register you for the course. On pages two and three we are asking that you tell us a little about yourself, this information will be used in evaluations of the course content and for descriptive purposes. We ask that you take the time to answer all of the questions. The information will not be provided to anyone outside of the IRMH Project and Health Equity team at CAMH."

## AAISA 2024 Q2 Professional Development Offerings Start Date

Date and Time: Monday, September 16 9:00 am - 5:00 pm

Cost: Free

We are excited to announce the AAISA 2024 Q2 Professional Development course offerings for July, August, and September. These courses are designed to support settlement and integration sector workers by providing essential training and knowledge. Here are the courses available this quarter:

**Settlement Transition Process (Self-Paced), Start Date:** July 2, 2024, **End Date:** August 12, 2024, **Registration Closing Date:** June 25, 2024,

**Description:** Learn about acculturation, settlement, acculturative stress, and post-traumatic stress. Understand the role of settlement agencies and strategies to address settlement challenges. **Register:** [Click here to register](#)

**Basic Counseling in a Cross-Cultural Context (Self-Paced), Start Date:** July 15, 2024, **End Date:** August 26, 2024, **Registration Closing Date:** July 5, 2024,

**Description:** Define the counseling role with clients and develop the necessary attitudes, skills, and knowledge for effectiveness. **Register:** [Click here to register](#)

**Trauma-Informed Care (Self-Paced), Start Date:** July 29, 2024, **End Date:** September 9, 2024, **Registration Closing Date:** July 22, 2024

**Description:** Understand trauma, its manifestations, and a trauma-informed approach. Learn strategies to support newcomers in crises and ensure the wellbeing of practitioners. **Register:** [Click here to register](#)

**Foundations of Case Management I (Self-Paced), Start Date:** August 1, 2024, **End Date:** September 16, 2024, **Registration Closing Date:** July 23, 2024

**Description:** Gain familiarity with the transtheoretical model of change and principles of motivational interviewing for effective case management. **Register:** [Click here to register](#)

**Immigration Processes and Mechanics (Self-Paced), Start Date:** August 8, 2024, **End Date:** September 1, 2024, **Registration Closing Date:** July 30, 2024,

**Description:** Introduction to the Canadian Immigration System, its history, policies, and current issues. Learn about immigrants' categories, streams, and application processes. **Register:** [Click here to register](#)

**Stigma and Discrimination in Mental Health and Mental Wellness Support (Self-Paced), Start Date:** August 14, 2024, **End Date:** September 25, 2024, **Registration Closing Date:** August 5, 2024,

**Description:** Understand the impact of stigma and discrimination on mental health clients. Learn skills and strategies to improve interactions and support. **Register:** [Click here](#)

[e to register](#)

**Organizational Audit Tool (Self-Paced), Start Date:** August 26, 2024, **End Date:** October 7, 2024, **Registration Closing Date:** August 15, 2024,

**Description:** Identify organizational strengths and barriers in meeting newcomers' mental health needs. Learn how to complete and apply findings from the audit tool. **Register:** [Click here to register](#)

**Understanding Culturally Safe Mental Health and Mental Wellness (Self-Paced), Start Date:** September 16, 2024, **End Date:** October 28, 2024, **Registration Closing Date:** September 6, 2024,

**Description:** Explore diverse cultural perspectives on mental health, promote self-awareness, and strive for stigma-free conversations about mental well-being. **Register:** [Click here to register](#)

**Comprendre la santé mentale et le bien-être mental culturellement sécurisants (Self-Paced), Start Date:** September 23, 2024, **End Date:** November 7, 2024, **Registration Closing Date:** September 12, 2024,

**Description:** Similar to the course above, but offered in French. Learn about cultural sensitivity and support for mental health clients. **Register:** [Click here to register](#)

All courses are free for AAISA members. The cost for non-members may vary by course and number of participants. Precedence for seats will be given to AAISA members. For more information and to register, please visit: [AAISA Professional Development](#). For any questions, please contact: [pd@aaisa.ca](mailto:pd@aaisa.ca).

## Communicating Data Like A Human

Date and Time: Monday, September 16 3:00 pm - 4:30 pm

Cost: Free

Registration: [Communicating Data Like A Human \(office.com\)](#)

"Join AAISA in learning about data in Canada's settlement sector with guest speakers from Statistics Canada."

## Tuesday, September 17, 2024

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### Establishing Healthy Boundaries for Settlement Sector Workers

Date and Time: Tuesday, September 17 11:00 am - 1:00 pm

Cost: Free for MANSO Members, \$20 for Non-MANSO members

Registration: [Manitoba Association of Newcomer Serving Organizations | Establishing Healthy Boundaries for Settlement Sector Workers \(silkstart.com\)](#)



## "Event Details

Professional boundaries are potentially the most important practice helpers can implement to support our own wellness. They are also the hardest! This workshop will discuss the difference between structural and relational boundaries, the value of clear communication with colleagues and clients, finding our “no,” why letting others help is important, the fluidity of flexible boundaries, and how boundaries help us (and our clients) to grow.

### Key Objectives

- Understanding Professional Boundaries
- Enhancing Communication Skills
- Finding and Setting Personal Limits

**Facilitator:** Kari McCluskey, coordinator of the Vicarious Trauma and Resilience Initiative, Aurora Family Therapy Centre

Kari advocates for integrated wellness practices in the workplace by providing training, consultation and support to those who witness the stories of Canadian newcomers. Kari holds several certificates in trauma response including Harvard Medical School’s Global Mental Health: Trauma & Recovery and holds a MA in Peace and Conflict Studies from the University of Manitoba where she is also beginning her PhD journey."

## Racism and Discrimination Experienced by Racialized Newcomers When Accessing Settlement Services in Southwestern Ontario

Date and Time: Tuesday, September 17 1:00 pm - 2:00 pm

Cost: Free

Registration: [Meeting Registration - Zoom](#)

By Western University’s Network for Economic and Social Trends (NEST) and Pathways to Prosperity Partnership (P2P)

This workshop will present the results of a research project examining the barriers, particularly racism and discrimination, experienced by newcomers in accessing settlement services in small and mid-sized communities in Southwestern Ontario. In partnership with Local Immigration Partnerships in eight regions of Southwestern Ontario, semi-structured interviews were conducted with 94 newcomers who had accessed settlement services in these regions and with 15 service providers in the regions. The presenters will discuss the results from this study using an intersectional GBA+ approach, and evidence-based recommendations for improving service accessibility and inclusivity. The knowledge gained fills a gap by focusing on the specific experiences of racism and discrimination that newcomers may face in accessing settlement services, and by working in communities outside of the large metropolises in Canada.

Moderator: Rama Eloulabi, Network for Economic and Social Trends (NEST),

Western University Speakers: Rama Eloulabi, Network for Economic and Social Trends (NEST), Western University Emily Nielsen, Network for Economic and Social Trends (NEST), Western University Zsófia Agoston Vllalba, Network for Economic and Social Trends (NEST), Western University

## Ask an Expert: Afghan Women's Health

Date and Time: Tuesday, September 17 1:00 pm - 2:00 pm

Cost: Free

Registration: [Meeting Registration - Zoom](#)

"Join the Society of Refugee Healthcare Providers and Naheed Samadi Bahram for a Q&A session about supporting Afghan women and their health. \*Spaces are limited. Preference will be given to providers working with ORR-eligible populations.

Register below and you will receive a confirmation email. Naheed Samadi Bahram and her family migrated to Pakistan after her mother was killed in an explosion in Afghanistan. By the age of 17, Naheed was teaching English to Afghan women in Pakistan. She eventually moved to the United States where she graduated with a B.A. from Queens College.

Naheed consistently has moved up the ranks at Women of Afghan Women (WAW) from a volunteer over 15 years ago, to Program Director of WAW's NYCC, and today holds the position of the organization's United States (US) Country Director. Serving on several boards and committees, Naheed is an adjunct professor at Queens College and has won a multitude of awards for her service to the community and to domestic violence survivors. She is a driving, visionary force that has spearheaded WAW's success across all its operations.

This session will be an informal, discussion format. There will be no slides or presentation, but an opportunity for participants to ask Naheed Samadi Bahram any questions they have. Please submit your questions ahead of time through the registration form or by emailing [sarah@refugeesociety.org](mailto:sarah@refugeesociety.org)."

## Syrian Refugee Resettlement in Canada: Retrospective and Reflections

Date and Time: Tuesday, September 17 6:30 pm - 9:30 pm

Cost: Free

Registration: [Syrian Refugee Resettlement in Canada: Retrospective and Reflections Tickets, Tue, Sep 17, 2024 at 6:30 PM | Eventbrite](#)

**"Join us for an evening of celebration, learning about refugee resettlement, and discussions for those involved and who are eager to learn."**

## Wednesday, September 18, 2024

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### Individualized Education Plan (IEP) Process Demystified: Support for Newcomer Families

Date and Time: Wednesday, September 18 1:00 pm - 2:30 pm

Cost: Free

Registration: [Webinar Registration - Zoom](#)

"What will this webinar cover?"

Navigating the American education system is a significant challenge for newcomer families and the advocates who support them. For families with children who have, or may have, a disability, this process is even more complex. Newcomer families may be reluctant to pursue special education services for fear their children may face

e stigma. This webinar will address key questions for newcomer service providers helping families to navigate special education services. You will walk away with a better understanding of Individualized Education Plans (IEPs) and the process newcomer families must navigate for their children to receive special education services, as well as how to empower families to advocate for, inform, and monitor their child's IEP. Special attention will be paid to demystifying and destigmatizing special education services for newcomer families.

Is this webinar for me?

This webinar is designed for newcomer service providers who work with children, youth, and families and who want to enhance their knowledge related to special education services. This session will also directly benefit educators and other school staff to learn how they can empower families during the IEP process.

Why should I participate?

After participating in this 90-minute session, you will be able to:

- Define what an Individualized Education Plan is and describe the process newcomer families must navigate to access special education services for their child
- Identify common challenges that newcomer families face in accessing and participating in IEP processes
- Apply strategies to help newcomer families overcome challenges, demystify and destigmatize special education services, and participate actively in IEP processes"

## **Improving Access to Mental Health Services for Newcomer Children and Their Families: Insights from a Citizen Panel and Stakeholder Dialogue**

Date and Time: Wednesday, September 18 1:00 pm - 2:00 pm

Cost: Free

Registration: [https://newcomernavigation.zoom.us/webinar/register/7417163168597/WN\\_SO4oDK8fSvCEbIqrgV6f6w](https://newcomernavigation.zoom.us/webinar/register/7417163168597/WN_SO4oDK8fSvCEbIqrgV6f6w)

The migration journey of children, youth and their families who are newcomers to Canada can be a complex and stressful experience. A growing body of research evidence has documented the mental health challenges facing this group, the need to improve access to care, and to reimagine how mental health services are organized to address their needs. This webinar will provide participants with a summary of the key insights that emerged from a citizen panel and stakeholder dialogue convened on this topic, where best evidence was considered alongside views and experiences to help identify next steps to address this challenge.

### **Learning objectives:**

- To understand the process used by the McMaster Health Forum to convene citizens, government policy makers, organizational and system leaders, professional leaders and researchers to deliberate about the issue of improving access to mental health services for children and youth who are newcomers to Canada
- To learn from those involved in the process about the key insights that emerged in terms of the problem(s) driving the issue, potential policy solutions for addressing them, implementation considerations and viable next steps for different constituencies
- To learn about how this work fits into the broader context of efforts to support children, youth and their families who are newcomers to Canada

## Addressing Child Violence in Migration: Socio-Ecological Strategies

Date and Time: Wednesday, September 18 1:30 pm - 2:45 pm

Cost: Free

Registration: [Addressing Child Violence in Migration: Socio-Ecological Strategies Registration, Wed, 18 Sep 2024 at 1:30 PM | Eventbrite](#)

### "Description:

This webinar addresses the critical issue of child violence within the migration journey, focusing on the identification of signs of violence and the complex factors within the socio-ecological model that contribute to these vulnerabilities. It will highlight the role of Adverse Childhood Experiences in shaping the mental health of migrating children.

Participants will explore practical interventions grounded in Equity, Diversity, and Inclusion principles, equipping direct service providers with strategies to support and protect these children at individual, family, community, and societal levels, ensuring a holistic and inclusive approach to their well-being and mental health.

### Speaker:

**Zeina Ismail-Allouche, PhD, Director of Partnerships and Program Development, Canadian Practitioners Network for the Prevention of Extremist Violence**

Zeina Ismail-Allouche has a PHD in Social Sciences and Arts with over 25 years of experience in the field of child protection, gender-based violence, and child trafficking for illegal transracial/international adoption practices. She has assumed leadership positions within numerous international organizations.

Zeina has contributed to international initiatives promoting family strengthening to prevent separation and led integrated reform initiatives to reform the child protection sector in many countries. She collaborated with Georgetown University to design and deliver a child protection specialist training program with a focus on interdisciplinary and comprehensive case management. She developed a policy on child protection for media (UNICEF Lebanon).

Zeina is an oral history/autoethnography storyteller and performer grounded in Indigenous methodologies and decolonized research practice. She contributed to various publications advocating for child protection."

## Integrated Employment Services: Changes, Challenges & Gains for Newcomers

Date and Time: Wednesday, September 18 1:30 pm - 3:30 pm

Cost: Free

Registration: [Integrated Employment Services: Changes, Challenges & Gains for Newcomers Tickets, Wed, Sep 18, 2024 at 1:30 PM | Eventbrite](#)

### "About This Webinar:

Join us for the ARI Webinar, *"Integrated Employment Services: Changes, Challenges & Gains for Newcomers,"* on September 18, 2024, from 1:30 to 3:30 PM EDT.

As part of the ARI Knowledge Exchange Events, this webinar will bring together experts to explore recent changes

ges in Integrated Employment Services (IES) and their specific impacts on newcomers, with a focus on privately sponsored refugees (PSRs).

### Key Discussion Points:

- What is Integrated Employment Services (IES), and what changes has it introduced?
- How are employment service organizations adapting to the changes under Employment Services Transformation?
- What experiences have organizations had with these transformations?
- How have IES changes influenced the job search process for newcomers?
- What is the specific impact of IES on privately sponsored refugees (PSRs)?
- What roles do Sponsorship Agreement Holders (SAHs) play in assisting PSRs in their job search?
- Why is it crucial for PSRs to secure employment before the 12-month mark, and how can sponsors and settlement workers collaborate effectively to support this goal?
- Are there successful strategies that sponsors can implement to assist PSRs in their job search?

### Featured Speakers:

- **Srna Stambuk (she/her)**, Manager, Toronto North Local Immigration Partnership (TNLIP)
- **Madeleine Nerenberg (she/her)**, Executive Director, KEYS Employment & Newcomer Services
- **Shah Khalid Yousafzai (he/him)**, CEO, Afghan Network for Social Services (ANSS Foundation)

**Share your ideas, experiences, and learn from our exceptional panel of speakers.**

*Allies for Refugee Integration (ARI) is funded by Immigration, Refugees and Citizenship Canada (IRCC).*

**\*\*Please note that all registered attendees will receive the Zoom link 24 hours prior to the event\*\***

### Date and Time:

September 18, 2024  
1:30 PM - 3:30 PM EDT"

## FA.I.R FOR ALL: AI'S IMPACT ON SETTLEMENT & LANGUAGE LEARNING

Date and Time: Wednesday, September 18 2:00 pm - 3:30 pm

Cost: Free

Registration: [FA.I.R FOR ALL: AI'S IMPACT ON SETTLEMENT & LANGUAGE LEARNING - ARAISA](#)

**"This innovative webinar series by ARAISA & ISANS is dedicated to guiding and demonstrating the potential of generative AI technology in the settlement and integration sector.** You will find out AI can significantly enhance the settlement and integration experience for our clients and colleagues, helping to reduce client waitlists, shorten wait times, and lighten workloads—a win-win for everyone!

**From September 2024 to March 2025, join us for the whole series or for a few webinars!** You'll gain practical insights and guidance and explore the latest AI technologies and processes currently employed in the settlement and integration sector. The series covers a variety of topics, including appropriate client use, new tools for language instructors, and ethical guidelines such as Digital Citizenship and technology standards.

**This webinar series aims to serve as a platform for regional knowledge exchange, collaboration, and innovation by bringing together local experts, practitioners, and stakeholders from across the country to address the dynamic and evolving subject of integrating AI in our sector.**

**PLEASE NOTE THAT REGISTRATION IS REQUIRED FOR EACH SESSION.**

If you have any questions, please contact David Neilsen, Supervisor, Language Services, at [dneilsen@isans.ca](mailto:dneilsen@isans.ca)

- SEPTEMBER 18, 2024 | “FASTER:” Federal Guidelines, Considerations and Practical Examples of AI’s Emergence in the Settlement Sector
- OCTOBER 16, 2024 | Tools & Rules: AI for Innovative Language Instruction, Guidelines for Instructors, and Ethical Considerations
- NOVEMBER 20, 2024 | Share practical strategies to use AI in and outside of the classroom and discuss common pitfalls – Part I
- DECEMBER 18, 2024 | Share practical AI experiences and next steps in building a community of practice- Part II
- JANUARY 15, 2025 | Working Smarter: Effective Material Production & Tailoring EAL Instruction to Individual Needs
- FEBRUARY 19, 2025 | Addressing AI Use in Asynchronous Writing Tasks: Instructor Strategies & Program Adaptations
- MARCH 19, 2025 | Future Trends: AI in Education: Predict How AI Will Shape Language Learning, Classroom Dynamics, and Teacher Roles"

## Thursday, September 19, 2024

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### WrapCap Health Forum

Date and Time: Thursday, September 19 11:00 am - 2:00 pm

Cost: Free

Registration: [WrapCap Health Forum Tickets, Thu, 19 Sep 2024 at 9:00 AM | Eventbrite](#)

#### ***"WrapCap Health Forum***

Join us for a virtual health forum! Gain valuable insights from an expert and hear a personal story from a newcomer parent navigating the system for their child. Learn how to better support newcomer youth with disabilities and connect with valuable resources.

Speaker: [Dr. Shazeen Suleman](#)

*Dr. Suleman is a Clinical Associate Professor in the Division of General Pediatrics at Stanford University, where she is also the Co-Director of Community Engagement with the Office of Child Health Equity."*

## Friday, September 20, 2024

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### Ask an Expert: Refugee & Newcomer Maternal Health

Date and Time: Friday, September 20 12:00 pm - 1:00 pm

Cost: Free

Registration: [Meeting Registration - Zoom](#)

"Join the Society of Refugee Healthcare Providers and Dr. Shoshana Aleinikoff, MD for a Q&A session about supporting refugee and newcomer maternal health. Dr. Aleinikoff practices family medicine and OB care; and the majority of her practice is refugee and immigrant patients.

She also leads a multidisciplinary refugee health team at HealthPoint, the largest medical home for refugees in the region. She has created innovative programming with the communities she works with, including refugee clinics, and centering pregnancy for newly arrived refugees.

She has served as a local and national expert consultant, published and presented nationally on refugee primary care and these models of care.

This session will be an informal, discussion format. There will be no slides or presentation, but an opportunity for participants to ask any questions they have about maternal health for newcomer populations. Please submit your questions ahead of time through the registration form or by emailing [sarah@refugeesociety.org](mailto:sarah@refugeesociety.org)."

## Monday, September 23, 2024

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### AAISA 2024 Q2 Professional Development Offerings Start Date

Date and Time: Monday, September 23 9:00 am - 5:00 pm

Cost: Free

We are excited to announce the AAISA 2024 Q2 Professional Development course offerings for July, August, and September. These courses are designed to support settlement and integration sector workers by providing essential training and knowledge. Here are the courses available this quarter:

**Settlement Transition Process (Self-Paced), Start Date:** July 2, 2024, **End Date:** August 12, 2024, **Registration Closing Date:** June 25, 2024,

**Description:** Learn about acculturation, settlement, acculturative stress, and post-traumatic stress. Understand the role of settlement agencies and strategies to address settlement challenges. **Register:** [Click here to register](#)

**Basic Counseling in a Cross-Cultural Context (Self-Paced), Start Date:** July 15, 2024, **End Date:** August 26, 2024, **Registration Closing Date:** July 5, 2024,

**Description:** Define the counseling role with clients and develop the necessary attitudes, skills, and knowledge for effectiveness. **Register:** [Click here to register](#)

**Trauma-Informed Care (Self-Paced), Start Date:** July 29, 2024, **End Date:** September 9, 2024, **Registration Closing Date:** July 22, 2024

**Description:** Understand trauma, its manifestations, and a trauma-informed approach. Learn strategies to support newcomers in crises and ensure the wellbeing of practitioners. **Register:** [Click here to register](#)

**Foundations of Case Management I (Self-Paced), Start Date:** August 1, 2024, **End Date:** September 16, 2024, **Registration Closing Date:** July 23, 2024

**Description:** Gain familiarity with the transtheoretical model of change and principles of motivational interviewing for effective case management. **Register:** [Click here to register](#)

**Immigration Processes and Mechanics (Self-Paced), Start Date:** August 8, 2024, **End Date:** September 1, 2024, **Registration Closing Date:** July 30, 2024,

**Description:** Introduction to the Canadian Immigration System, its history, policies, and current issues. Learn about immigrants' categories, streams, and application processes. **Register:** [Click here to register](#)

**Stigma and Discrimination in Mental Health and Mental Wellness Support (Self-Paced), Start Date:** August 14, 2024, **End Date:** September 25, 2024, **Registration Closing Date:** August 5, 2024,

**Description:** Understand the impact of stigma and discrimination on mental health clients. Learn skills and strategies to improve interactions and support. **Register:** [Click here to register](#)

**Organizational Audit Tool (Self-Paced), Start Date:** August 26, 2024, **End Date:** October 7, 2024, **Registration Closing Date:** August 15, 2024,

**Description:** Identify organizational strengths and barriers in meeting newcomers' mental health needs. Learn how to complete and apply findings from the audit tool. **Register:** [Click here to register](#)

**Understanding Culturally Safe Mental Health and Mental Wellness (Self-Paced), Start Date:** September 16, 2024, **End Date:** October 28, 2024, **Registration Closing Date:** September 6, 2024,

**Description:** Explore diverse cultural perspectives on mental health, promote self-awareness, and strive for stigma-free conversations about mental well-being. **Register:** [Click here to register](#)

**Comprendre la santé mentale et le bien-être mental culturellement sécurisants (Self-Paced), Start Date:** September 23, 2024, **End Date:** November 7, 2024, **Registration Closing Date:** September 12, 2024,

**Description:** Similar to the course above, but offered in French. Learn about cultural sensitivity and support for mental health clients. **Register:** [Click here to register](#)

All courses are free for AAISA members. The cost for non-members may vary by course and number of participants. Precedence for seats will be given to AAISA members. For more information and to register, please visit: [AAISA Professional Development](#). For any questions, please contact: [pd@aaisa.ca](mailto:pd@aaisa.ca)."

## Ask an Expert: Community Health Navigation

Date and Time: Monday, September 23 12:00 pm - 1:00 pm

Cost: Free

Registration: [Meeting Registration - Zoom](#)

"Join the Society of Refugee Healthcare Providers and Adrien Matadi for a Q&A session about community health navigation refugees and newcomers.

I am Adrien Matadi and I was born in Kinshasa in the Democratic Republic of Congo, then known as Zaire. I served under Mobutu's regime as a Peace Officer in the Special Unit and was posted in Egypt and Sudan for 6 years.



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I used to be a Care Navigator at Denver Health for 9 years, and now I am a Project Specialist. As a Care Navigator, I focused much of my work on in the Denver Health Refugee Clinic as a refugee intake and scheduling specialist. Now, I work in developing standard work for different projects such as Latent Tuberculosis Infection known as LTBI, Linkage to care, Covid 19 Outreach, etc. I have been in Colorado for 17 years and I have been working with refugees since my arrival in March 2006. I started working with refugees in 1997 when I became a refugee myself. Back in Ethiopia, I earned different positions in the refugee communities such as advisor to field director of Jesuit Refugee Service, Urban Refugee Coordinator with UNHCR, ARRA (Administration for Refugees and Returnees Affairs), and all NGOs dealing with refugees. While in exile, I earned a law degree in Humanitarian and Human Rights Law and associate degree in Auto-Mechanics in Addis Ababa, Ethiopia. I also hold CCNA certificate in Computer Science and several other public health related certificates.

This session will be an informal, discussion format. There will be no slides or presentation, but an opportunity for participants to ask any questions they have about community health navigation for newcomer populations. Please submit your questions ahead of time through the registration form or by emailing sarah@refugeesociety.org."

## **Tuesday, September 24, 2024**

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### **Addressing the Mental Health Needs of Unaccompanied Afghan Minors (UAMs): Key Research Findings**

Date and Time: Tuesday, September 24 1:00 pm - 2:30 pm

Cost: Free

Registration: [Webinar Registration - Zoom](#)

"WHAT WILL THE WEBINAR COVER? Newcomer youth, particularly unaccompanied youth (i.e., arriving without a biological parent or legal guardian), typically experience trauma with long-term mental health impacts throughout their migration journeys. There are multi-system factors and players involved in the resettlement of unaccompanied Afghan minors (UAMs), specifically those that arrived from Afghanistan to the U.S. following the takeover by the Taliban. While mental health can be a new and/or taboo topic for many communities, it is important for caregivers and providers to raise the issue with clients, especially UAMs. Understanding the unique needs of UAMs is essential for caregivers and providers to identify and address mental health challenges with cultural sensitivity and equity.

This webinar—presented by the Boston College Research Program on Children and Adversity, in partnership with Switchboard—will explore the needs of unaccompanied Afghan youth by highlighting the results of a recent project: “Understanding Needs and Strengths that Affect Mental Health Among Unaccompanied Afghan Minors (UAM) in Resettlement.” The webinar is designed to accompany the evidence-based summary: What Strategies Support The Mental Health Of Unaccompanied Refugee Minors?

IS THIS WEBINAR FOR ME? This webinar is aimed at stakeholders interested in the health and wellbeing of newly arrived UAMs, including but not limited to direct service providers, school staff, researchers, agency leaders, and policymakers who work with newcomers, particularly those who work alongside unaccompanied youth.

## **Wednesday, September 25, 2024**

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# Building Cultural Competency Training

Date and Time: Wednesday, September 25 11:00 am - 6:00 pm

Cost: Free

Registration: [Manitoba Association of Newcomer Serving Organizations | Building Cultural Competency Training \(silkstart.com\)](#)

## "Event Details

The *Building Cultural Competency Training* was created to address the need for comprehensive education on the history and impacts of the Indian Act and Indian Residential Schools in Canada, with a particular focus on Indigenous women and gender-diverse individuals. This training aims to provide an accurate and thorough understanding of these topics, both historically and in their current realities.

### **In this training, you will learn:**

- *History of Colonization in Canada:* Understand the origins and development of colonization and its enduring effects on Indigenous communities.
- *Colonial Impacts on Indigenous Women, Girls, and Two-Spirit People:* Explore how colonial policies and practices have uniquely affected Indigenous women, girls, gender-diverse, and two-spirit individuals.
- *Traditional Roles of Women and the Impact of Colonization:* Learn about the traditional roles of Indigenous women, and how colonization disrupted these roles and community structures.
- *Lived Experiences:* Hear stories that illustrate the ongoing impacts of colonization on Indigenous women and gender-diverse people.
- *Resources and When to Use Them:* Gain knowledge of available resources and understand the appropriate contexts for utilizing these resources.

**Target Audience:** Front line staff who have a newcomer background

Sargent Tommy Prince Place is a fully accessible facility.

Due to limited capacity, we ask that a maximum of 3 individuals from a single organization register. If more than 3 individuals from the same organization are interested in the training, please contact Adia Koodoo at [a.koodoo@mansomanitoba.ca](mailto:a.koodoo@mansomanitoba.ca)

Lunch will be provided, please note any dietary restrictions you may have.

**Facilitators:** Brian McLeod and Marcy Richard

Brian McLeod is a member of Treaty 5, Misipawistik Cree Nation. Brian lives in Treaty 1 territory and currently works as an Elder/Knowledge Keeper at the Native Clan Manitou House. Brian also provides training workshops and presentations on historical and current relations between Indigenous and non-Indigenous people in Canada through Strong Heart Consultation. He brings over 25yrs. of trust building with Indigenous and non-Indigenous communities and organizations throughout the province of Manitoba and in Canada.

Marcy Richard is a member of Gigaanaawenimaanig (the Missing and Murdered Indigenous Women, Girls and Two-Spirit Implementation Committee). Marcy is a retired public servant of over 30 years whose tenure included Health Canada. Her multi-faceted expertise includes the development of training and outcomes for the Building Cultural Competency training with added perspectives of Colonial impacts on Indigenous women, girls and two-spirit people and timelines that occurred throughout the implementation of the Indian Act, Traditional roles of women and how colonization impacted these roles, Resources, and when to use them.

## Trigger warning and crisis support

This training session will include content that may be triggering to some participants; topics may include violence, sexual abuse, physical abuse, among others. We encourage all participants to prioritize their wellbeing, safety and security. All participants can step away from the session if needed.

*If you are in need of immediate or crisis support during or after the session, please reach out to the Klinik Crisis Line. Klinik provides free and confidential counselling, support and referrals for people who are experiencing thoughts of suicide, are in crisis or are struggling to cope. The Klinik Crisis Line can be accessed at 204-786-8686 or toll-free at 1-888-322-3019"*

## Asylum Program Division of Immigration, Refugees and Citizenship Canada (IRCC) - Technical Briefings

Date and Time: Wednesday, September 25 2:00 pm - 3:00 pm

Cost: Free

Registration: Via email - [Fanny.Tremblay@cic.gc.ca](mailto:Fanny.Tremblay@cic.gc.ca)

We are reaching out today to let you know that the Asylum Program Division of Immigration, Refugees and Citizenship Canada (IRCC) is offering technical briefings on asylum claim processes. The technical briefing was developed to help front-line workers and government organizations gain a better understanding of the procedures involved in processing claims submitted by asylum seekers, as well as the supports and services they may be able to access while their claim is being processed. Please note that the information sessions are geared towards front-line workers and public servants from various community organizations and municipal, provincial and other governmental organizations who work with asylum seekers. Our briefings are virtual, via MS Teams, and last about 30 minutes. We also allow time after the presentation for questions. Below is an overview of what is covered.

### 1. Introduction to the Canadian Refugee Protection Programs

- Quick overview of the refugee resettlement and asylum programs
- Overview of the asylum application process

### 2. Key information for asylum claimants

- Application guides
- Representation
- Change of address

### 3. Four asylum processes by which an asylum claim can be processed

- IRCC Inland STEP Process
- CBSA One-Touch Process
- CBSA End to End Process
- CBSA (Furthered) Inland

### 4. Access & Coverages

- Work Permit
- Study Permit
- Interim Federal Health Program

## 5. Supports

- Direct Financial Support
- Housing
- Settlement Program

## 6. Sample of key asylum documents

## 7. Q&A Session

- Opportunity for attendees to ask questions and seek clarifications

### Upcoming technical briefing dates

- July 24: 2:00 to 3:00 pm (Eastern Time)
- August 14: 10:00 to 11:00 am (Eastern Time)
- September 25: 2:00 to 3:00 pm (Eastern Time)
- October 15: 10:00 to 11:00 am (Eastern Time) - FRENCH
- October 30: 2:00 to 3:00 pm (Eastern Time)
- November 13: 10:00 to 11:00 am (Eastern Time)
- December 11: 2:00 to 3:00 pm (Eastern Time)

If you would like to participate, please send an email to [Fanny.Tremblay@cic.gc.ca](mailto:Fanny.Tremblay@cic.gc.ca) with your name, organization, and email address, and specify which session you wish to attend."

## Thursday, September 26, 2024

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### Building, Bridging Together: Child Welfare, Immigration, Settlement sectors

Date and Time: Thursday, September 26 9:00 am - 1:00 pm

Cost: Free

Registration: [Building, Bridging Together: Child Welfare, Immigration, Settlement sectors Tickets, Thu, 26 Sep 2024 at 9:30 AM | Eventbrite](#)

"2 Half-Day Sessions

Thu, Sep 26 and Fri, Sep 27 from 9:30am-1pm

*Building and Bridging Together: A focus on Child Welfare, Immigration, and Settlement Sectors*, is the first training designed specifically for professionals working in settlement, health, education, legal and other social service sectors. This course raises awareness about the intersection between child welfare, immigration, settlement and border related issues. Through collaboration, this module offers opportunities to build and foster relationships across all sectors to promote achieving equitable outcomes for all children, youth and families."

### Intercultural Competency Training (register for each module)

Date and Time: Thursday, September 26 12:00 pm - 2:00 pm

Cost: Free

Registration;

**Please note that each two-hour training session takes place on a Tuesday from 10:00am to 12pm (Saskatchewan Time)**

**Sept 24** - Module One: Embracing diversity beyond the surface – Part One

[Register Here](#)

**Oct 15** - Module One: Embracing diversity beyond the surface – Part Two

[Register Here](#)

**Oct 29** - Module Two: Intercultural Communication and Competence – Part One

[Register Here](#)

**Nov 12** - Module Two: Intercultural Communication and Competence – Part Two

[Register Here](#)

**Nov 26** - Module Three: Cross-Cultural Engagement in the Community – Part One

[Register Here](#)

**Dec 10** - Module Three: Cross-Cultural Engagement in the Community Part Two

[Register Here](#)

**Jan 7** - Module Four: Equity, Diversity, and Inclusion with an emphasis on accessibility – Part One

[Register Here](#)

**Jan 21** - Module Four: Equity, Diversity, and Inclusion with an emphasis on accessibility - Part Two

[Register Here](#)

**Feb 4** - Module Five: Recognition and Rejection of Racism – Part One

[Register Here](#)

**Feb 18** - Module Five: Recognition and Rejection of Racism – Part Two

[Register Here](#)

## **Friday, September 27, 2024**

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### **Migration Research Gyms - Fall 2024 - TMU**

Date and Time: Friday, September 27 9:00 am - 12:30 pm

Cost: Free

Registration: [MRGhomepage - CERC in Migration and Integration - Toronto Metropolitan University \(torontomu.ca\)](#)

#### **Fall 2024 workshops**

CERC Migration supports graduate students and emerging research scholars with in-person research training o

opportunities. The Migration Research Gyms provide specialized methodology and professional development training through intensive workshops. The small class setting emphasizes mentorship and hands-on learning.

The fall program includes the following sessions:

- **Sept. 27 – Ethics for research**
- **Oct. 11 – Writing grant proposals and fundraising for research**
- **Nov. 1 – Using autoethnography, creative writing and participatory approaches as research methods in migration studies**
- **Nov. 15 – How to write a policy brief**

*Workshops are offered in-person only. Our workshops are often oversubscribed and we maintain a waiting list. We ask that you please cancel your registration if you are no longer able to attend. We appreciate your understanding.*

## **Building, Bridging Together: Child Welfare, Immigration, Settlement sectors**

Date and Time: Friday, September 27 9:00 am - 1:00 pm

Cost: Free

Registration: [Building, Bridging Together: Child Welfare, Immigration, Settlement sectors Tickets, Thu, 26 Sep 2024 at 9:30 AM | Eventbrite](#)

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## **Saskatchewan Deaf and Hard of Hearing Services - Bridging the Gap**

Date and Time: Friday, September 27 4:00 pm - 5:30 pm

Registration: Email [amber.parker@saisia.ca](mailto:amber.parker@saisia.ca)

"SAISIA PD Opportunity

SAISIA is happy to share an upcoming professional development opportunity with the Saskatchewan sector. On Friday, September 27, 2024 from 2:00-3:30 pm, Saskatchewan Deaf and Hard of Hearing Services (SDHHS) will offer a webinar as part of SAISIA's participation in the GBA Plus National Capacity project funded by IRCC.

The webinar will be held on Zoom and led by Alanda Mcleod and Rae-Mairi Richardson, Sign Support Professionals with SDHHS. The session will be delivered in American Sign Language, with interpretation services provided. The first part of the webinar will feature an overview of SDHHS' services and supports available across the province to those who are D/deaf or hard of hearing, which newcomers and their families may benefit from. The second part will include an introduction to Deaf Culture in Canada and a discussion of how cultural norms in Deaf communities differ from those of hearing communities as well as a discussion on how audism may impact newcomers pre- and post-arrival. There will be time at the end of the webinar for Q&A.

Please circulate this invite within your organizations. You can register for this webinar by emailing our GBA Plus Research Coordinator, Amber Parker at [amber.parker@saisia.ca](mailto:amber.parker@saisia.ca) with your name and the name of your organization, as well as your job title. Registrations will be accepted until Thursday, Sept. 26."

2pm-3:30pm Saskatchewan Time

<https://calendar.newcomernavigation.ca>